



EXECUTIVE DIRECTOR'S REPORT

December 13, 2023 to January 18, 2024

- The 2024 CAM Fee Statements were processed in the first week of January and were out-the-door, in the mail Friday, January 5th. The staff managed to break our previous record of 3 days and were able to process everything in 2 days. Approximately 10% of the total number of statements were able to be mailed Thursday, January 4th; however, the bulk of the statements were sent out Friday, January 5th.
- The POA Staff conducted five (5) resale certificate bulkhead inspection for the month of December Three (3) of which required follow-up work orders.
- As of January 17, 2024, the POA Office has sold **214** 2024 Boat Ramp Parking Permit stickers.
- Staff reviews for calendar year 2023 have been prepared and completed.
- Emergency erosion control measures were taken at the Gypsy boat ramp to address the undermining of the parking lot slab near the bridge. Uretek injected a polyurethane plug to stop the flow and restore support to the corner of the parking lot. To date, the measure has held; however, this fix will not serve as a permanent solution on its own. Corrective action will be required to permanently address the severe slope and erosion issue.



- Large sums of dead duck carcasses have been either left floating in the canal system or improperly disposed of at the POA's boat ramps and at Billish Park by duck hunters. POA Staff, as well as the canal cleaning contractor, have cleaned up and disposed of these dead ducks over the past six weeks or so.
- CSC for the online lien evidence filings became operational. Sixteen (16) Evidence of Liens were filed in the month of December 2023. Owner delinquent accounts have been actively worked. Long-term and high balance accounts are being actively progressed through the 30-day lien warnings and the 90-day lien pending letters.
- The BancCard payment portal systems went 'live' on Tuesday, January 2, 2024. Even though the POA is no longer absorbing the 3.5% credit card convenience fee, the portal is seeing considerable usage.
- The Office Staff beginning-of-the-year auditing for annual meeting & election prep is in full swing. From the annual billing mail returns, the office has processed about 175 records updates as of January 18th, as well as have harnessed the payment portal contact information to continually build and update owner contact information.
- Seeking bids to make repairs to the Jackfish Boat Ramp dock. The dock was damaged by a dock company who dragged old pilings across it, breaking a pole and damaging the decking.



- Follow-up from the October 16th Mayoral meeting, the City offered to take maintenance responsibilities for the Whitecap, Commodores, and Sea Pines Boulevards immediately; however, the Streets Department has not responded to confirm, nor has there been response on tree trimming. Logistical work on the City to take over 50% of all medians, cul-de-sacs, and easements south of Whitecap Blvd., has also stalled due to non-response.
 - A follow-up meeting is tentatively scheduled for February 6, 2024.
- Code of Conduct & Conflicts of Interest Policy acknowledgements, as of January 18th, have been signed and returned by all staff and all ACC Members. Five of the seven Board Members and four of the six non-incumbent 2024 Board Candidates have not yet responded.
- Doug King, the Whitecap Sales Director, has set up a question & Answer meeting on Wednesday, January 31, 2024 regarding the Diamond Beach / Whitecap Reserve lot extraction agreement and voting for all PIPOA Members who have not yet voted due to concerns.